

Initiative	Improved Monitoring and Management Tools for State Network
Description	Develop a tool to improve the monitoring, planning and managing of the Indiana Telecommunications Network (state Network). Educate members of the state Network on using the tool for improving overall connectivity options.
Support of goal(s)	<p>3. Communication: Through the sharing of information that is pertinent to not only the members of the network, but the support agents responsible for daily operations.</p> <p>4. Common Solutions: There is a potential for the coming together onto a common platform that feeds data from the various points of the network that would allow all support agents to share data regarding their area's and others that would aide in daily operational support.</p> <p>5. Continuous Improvement: Currently the state Network provides minimum visibility and very basic reporting capabilities to its members. This would be a major improvement or advancement to a more value-add network service.</p> <p>6. Customer Service: Fully managed to a customer means they do not have to watch or worry about their network. This gives them visible evidence that is true.</p>
Person / agency responsible:	Geoff DePriest – Intelenet and Kevin Siminski - IHETS
Other agencies / areas involved:	Members of the state Network
Milestones and completion date:	<p>Strategic Development and Integration Plan Completed – 1Q2004</p> <p>Requirements Gathering Completed – 2Q2004</p> <p>Cost Analysis/Recovery Completed – 2Q2004</p> <p>Business Case and Approval Completed – 3Q2004</p> <p>Implementation and testing Completed – May 1, 2004</p> <p>Customer Training/Briefing Completed – July 1, 2004</p>